

Customer Service Representative Posting

This is a part time position working 20 hours per week not to exceed 100 hours per month with a starting salary of \$20.55. Should any City of Newport employee be qualified and interested or know of anyone qualified and interested please contact Terry Fornash @ 859-655-6349 or (ext. 6349). or at tfornash@newportky.gov. Deadline date is Friday, April 1, 2022.

CITY OF NEWPORT CUSTOMER SERVICE REPRESENTATIVE

CHARACTERISTICS OF THE JOB: This is a clerical position responsible for Customer Service and providing administrative support to various departments as needed.

ESSENTIAL FUNCTIONS:

- Maintains a high degree of confidentiality while working with sensitive and confidential written and/or verbal communications ensuring that daily functions are carried out efficiently and professionally;
- Responds to e-mails and answers incoming calls;
- Serves as a customer services representative for the front counter and accepting payments;
- Serves as the Passport Agent for applications approved by the US Department of State;
- Maintains payroll reports for the Community Services Department and Pool Staff;
- Responsible for maintaining electronic record storage through scanning daily documents;
- Will assist with building and zoning permits;
- Will assist with certificates of appropriateness applications;
- Responsible for balancing a daily cash drawer;
- Responsible for having basic knowledge of Occupational License (BOLT) Forms;
- Completes correspondence for various departments as needed;
- Prepares information, flyers, brochures for bulk distribution to schools, Daycare Services and other civic organizations as needed;
- Maintains records for Community Services Department by filing correspondence, invoices and purchase orders through SpringBrook;
- Maintains Pool Party Schedules for the Vets Pool and issues permits for the Park Shelters;
- Coordinates and promotes city events as needed;
- Maintains and orders supplies for Community Services Department and Code Enforcement
- Completes required forms and new vendor forms;

- Receives and logs all complaints pertaining to Community Services Department and Veterans Memorial Pool Facility;

ADDITIONAL JOB DUTIES:

- Assist Community Services and Code Enforcement Departments
- Assist with Request for Proposals (RFP's), Bids and Grant Administration as needed;
- Additional duties as required;

DESIRABLE TRAINING AND EXPERIENCE:

- Graduate from a standard high school, or equivalency, supplemented by previous clerical and general office experience;
- Or any combination of education, training, and experience which provides the necessary knowledge, skills and abilities.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Must be proficient in Microsoft Word, Excel and Powerpoint;
- Ability to establish and maintain effective working relationship with other employees and the general public;
- Ability to use modern office equipment;
- Ability to communicate effectively, orally and in writing;
- Ability to serve as a Notary Public for the city.

NECESSARY SPECIAL REQUIREMENTS:

- Possession or ability to obtain, a valid vehicle operator's license;
- Must be bondable;

ESSENTIAL PHYSICAL AND ENVIRONMENTAL DEMANDS:

- Ability to communicate effectively and prepare reports requiring writing, reading, mental reasoning and interpretation;
- Ability to operate modern office equipment typically using hands and fingers;
- Ability to lift up to 50 pounds as required;
- Work is typically performed in an office setting at a desk or table with intermittent standing or stooping.